Design Thinking Repository Services: Lessons Learned from UAlbany’s COVID-19 and Minority Health Disparities in NYS Collection and Scholars Archive

Emily Kilcer

Lindsay Van Berkom

The University at Albany community has made this article openly available. Please share how this access benefits you.

Follow this and additional works at: https://scholarsarchive.library.albany.edu/ulib_fac_scholar

Part of the Scholarly Communication Commons

This work is licensed under a Creative Commons Attribution 4.0 International License. Rights Statement

COPYRIGHT
Design Thinking Repository Services: Lessons Learned from UAlbany’s COVID-19 and Minority Health Disparities in NYS Collection and Scholars Archive

Emily Kilcer, Scholarly Communication Librarian
Lindsay Van Berkom, Scholars Archive Administrator & Coordinator of Dewey Access Services
About Us
Browse Research and Scholarship

• School, College, or Department
• Journals and peer-reviewed series
• Conferences and Events

Scholars Archive, the University at Albany's institutional repository, collects, preserves, and provides online access to scholarly research and resources created by University at Albany faculty, staff and students. The goals of this open access repository are to increase discoverability and ensure long-term, reliable access to the University’s scholarly output.

At a Glance

Top 10 Downloads
All time

Paper of the Day

MRT Supportive Housing Evaluation: Access Report
Margaret Gullick, Sandra McGinnis, et al.
Scholarly Communication Services at the University Libraries lead campus-wide efforts to open, share, and preserve the University’s scholarship.

Copyright and Fair Use

We are committed to helping University scholars navigate shifting publishing, intellectual property, and information policy landscapes in ways that promote research dissemination, accessibility, and impact.
How can we better meet the challenges of our local environment to build more open, sustainable solutions?
Design Thinking, A Quick Overview
What is Design Thinking?

- Define challenge
- Inspiration (listening/observing)
- Ideation (brainstorming), then build
- Iteration (get feedback)
- Scale effort

The Project
ELIMINATING MINORITY HEALTH DISPARITIES IN A 21ST-CENTURY PANDEMIC
What We Anticipated

- Advocate for Scholars Archive as a robust alternative for storing the research outputs in combination with the project website.
- Have conversations to establish goals, needs, expectations and create a plan.
- Develop a workflow with project partners for collecting materials for deposit.
- Add a high-profile collection for Scholars Archive and we make new faculty connections.
The Project
(Filtered through a Design Thinking Lens)

Created by Ecem Afacan
from the Noun Project
The MHD Project (Challenge)

How might we embed our repository services into this research project?
Getting to Know You (Inspiration)

• Met with the Engaged Researchers to pitch Scholars Archive
• Established a relationship with project leads
  • Learn about project goals, "deliverables," future growth
• Identified their needs and where we could help
  • At risk research that we can preserve for the long-term and make discoverable
  • Provide tools to help with assessing the impact of the work
Kitchen Sink Conundrum (Ideation)

• Gears shifted and ideas grew
  • Scope of symposium expanded mid-project (a capacity issue)
  • Repository still viewed as a value add for the at-risk research (white papers, webinars, OA monograph)

• All the stuff vs what we could collect and what made sense to collect
  • What content was there?
  • How would we collect the content?
  • Did we have the rights necessary to collect and share the content?
  • How would we organize the content?
  • How do we keep up with a fluid and changing project?
How It Started | How It's Going (Iteration)

• Prioritized a project list
• Developed necessary forms and workflows
• Created a collection demo space
• Did a lot of outreach/education
• Promotion
DIFFERENTIAL IMPACTS OF COVID-19 IN NEW YORK STATE: UNDERSTANDING AND ELIMINATING MINORITY HEALTH DISPARITIES IN A 21ST-CENTURY PANDEMIC

In April 2020, New York State’s Governor Andrew Cuomo commissioned Havidán Rodríguez, President, University at Albany, State University of New York, with leading a team of experts to study the environmental, socioeconomic and occupational factors causing Latinx and Black individuals in New York to be disproportionately harmed by COVID-19 (www.albany.edu/mhd). A project team, partially funded by the commission, built a novel interdisciplinary research collaboration known as the COVID-19 and Minority Health Disparities in NYS Engaged Researchers Working Group (hereafter ERIs).

The University at Albany COVID-19 and MHD in NYS Engaged Researchers (ERIs) are a dynamic interdisciplinary research and collaboration ecosystem of more than 50 UAlbany researchers and professionals who are partnering with other Universities and community organizations directly impacted by COVID-19 to produce new knowledge for research and practice. The work of the ERIs has generated a wide array of outputs, including a white paper collection; journal articles, a virtual multi-campus and community conversation about health equity research and practice attended by more
Project Lessons
What Worked Well

- Meeting frequently, building meaningful relationships
- Developing good-enough solutions with tools available
- Flexibility
- Debriefing with different project partners separately
- Nurturing lasting connections
What We Know We Need to Change

• We need to move the process upstream; things are scattered, it's hard to get attention
• Embrace the process as fluid and iterative, and use a more intentional methodology to help steer things (even informally)
• Better promote our services both internally and externally
Where We Hope to Go from Here

• Deeper engagement with project partners
• Establishing Scholars Archive and our team as a valuable piece of the research landscape on campus
• Use our approach to MHD as a template that we can build upon for future efforts
What We're Puzzling Through

• How can we reach research projects sooner?
• How can these efforts scale?
• How can we make siloed proprietary systems work better together without additional resources?
• How do we better engage our user community?
• How do we measure and demonstrate the value of this high-touch work?
References


Questions?

Thank you!